

Indiana Childcare Center Advisory Council  
January 9, 2008

Present: Michelle Thomas, Lisa Clifford, Melanie Brizzi, Debby Rowan, Heidi Dowell, Noel Hanson, Carol Johnson, Lisa Kipker and Mary Lee Freeze

Due to Vicky Russo-Steele's absence, Lisa Kipker, vice-chair, facilitated the meeting.

Lisa Kipker asked that a discussion of the new CPI (Child Protective Index) process be added to the agenda.

### **Updates from the Bureau**

Michelle shared about the customer service surveys and the tracking that has been going on since October of 2006. The satisfaction rate is 94%. 5,000 surveys were sent out and 54% were returned. Sample questions are:

- |  |                 |
|--|-----------------|
| 1. Do you think regulations are enforced fairly? | Answer: 90% yes |
| 2. Do you think your inspection was fair?        | Answer: 97% yes |

The next newsletter should come out today or tomorrow.

Lisa Clifford shared that the Health Consultants are now available for trainings. Their role has changed and they do not need to do inspections like they were. The Licensing Consultants will be doing the checklists previously done by the Health Consultants. The Health Consultants may come out to sites, but visits will not be to regulate but to assess needs. Center Directors can call their Health Consultant for training and especially to come to the site for an assessment prior to the annual licensing visit.

The Interpretive Guidelines are to be reviewed each quarter. Questions need to go to Melanie Brizzi. There is a consultant meeting in Muncie in January and in Fort Wayne in February.

### **New Licensing Consultant hired for the Southwest Area**

Lisa Clifford shared that Janette Tromley (sp?) has been hired. Plus there is a new secretary at the 432-4469 number.

### **Paths to Quality updates**

Michelle passed out samples of the official logo. The Paths to Quality new process has started in Evansville and Fort Wayne.

Melanie shared some about marketing, distributing a brochure that's been developed. She said that they are working on radio ads. There is also a DVD where providers share the benefits and scientific basis for quality services. They are also working to recreate the website.

Melanie shared that the Policy and Procedure Manuals are not yet posted. Each provider will get a workbook with a step-by-step outline of the process. It will also be available online.

### **National Association of Regulator Agencies (NARA) Indiana will co-host conference in 2009 in Cincinnati**

Lisa C. shared about the NARA Conference and her involvement for 2009. She also sent around a handout for the September 2008 Conference which will be in Atlanta, Georgia. She also gave information on the NARA website.

### **Bylaws**

Currently we do not have bylaws. The Home Advisory Council has a draft version of theirs. Lisa C. shared copies with the group.

Lisa K. asked about officer elections, and Lisa C. said that she had looked it up and officers hold office for two years and the current officer's time is up in October 2008. Lisa K. suggested that this be brought up at the July meeting so that members can be thinking about it.

All meetings have been centralized in Indianapolis now for this group and it was shared that a letter/agenda will be proof to allow you to park in the state garage, except when the Legislature is in session.

Melanie shared that since this council is mandated by legislature under statute that it would be a good idea to have both job descriptions and bylaws. The idea of a proxy to represent an entity was discussed and consensus was that that was a good idea.

The question was posed as to what the guidelines for someone to not be on the council anymore are? The answer was that the Childcare Division is ultimately responsible for who is on the board.

Council members were asked to review the Home Advisory Council Bylaws and come prepared to discuss in relation to centers at the next meeting.

### **CPI**

Information was shared that Susie put a piece in the Newsletter about how to submit for a waiver. CPI (Child Protective Index) went into effect on October 1, 2007. All centers need to do it at the time of their license renewal. The CPI check does not cross state lines. The process was discussed as to rights of the employee. The employee can seek through DFC to get a substantiation expunged, but it takes a lawyer to do that.

## **Next Meetings**

Melanie asked about future meetings and possible presentations. The following were shared as possibilities: OSHA, employment law/fair wage and labor, HIPPA, and DCS to discuss CPI.

The next meeting dates are:

- April 9<sup>th</sup>
- July 9<sup>th</sup>
- October 8<sup>th</sup>

Meetings are held from 1 – 3 in the Government Center in Indianapolis.

Minutes respectfully submitted,  
Mary Lee Freeze